

Montana Consumer Satisfaction Project:

A Report on Family Survey Results

Fiscal Year 2005 Report

Introduction

The Montana Consumer Satisfaction Project is a joint effort of the Addictive and Mental Disorders Division (AMDD) of the Montana Department of Public Health and Human Services and Montana mental health care providers. This report details the statewide results of consumer satisfaction surveys for youths age 0-20 receiving public mental health services in Montana.

Survey Methods

Instruments. Montana's survey instrument is the national 21-item Mental Health Statistics Improvement Program (MHSIP) Family Satisfaction Survey. This survey has been nationally standardized and results are a required component of the Montana Children's Mental Health Block Grant sponsored by the national Center for Mental Health Services. Different survey implementation methods are known to significantly affect results, suggesting that interstate comparisons should be limited to those states using a similar methodology. Demographic items gather information on gender and ethnicity, the type of services a participant is receiving, and the length of time a participant has been receiving services. The instrument also contains a section in which families may comment either on specific survey items or about their general perceptions of the programs where their family members received services.

Family Survey Quick Facts

- Participating providers: 7

Surveys collected: 224

- Average age: 13.25
- Gender: 33% female, 67% male

Scale Scores (0-1)

- Access to Services: .75
- Participation in Treatment: .90
- Cultural Sensitivity: .85
- Appropriateness/Quality of Services: .78
- Effectiveness/Outcomes of Services: .67

Administration. This was the first year that the survey was mailed out directly from the State Mental Health Authority. Respondents included families whose child received targeted youth case management at some time during the prior fiscal year.

Population/programs surveyed. The Montana consumer survey recipient population consists of family members (or other legal guardians) of youth who received Mental Health Authority-funded

targeted case management services at licensed mental health service centers that provide youth services. To provide a "snapshot" of consumers' satisfaction with services at a point in time, all youth/families in the age group of 1-20 receiving targeted case management services at the participating programs were asked to complete the survey, regardless of how long they have been receiving services. The survey responses reflect consumers' opinions of mental health center services in general, rather than any specific service.

Completion Rate, Validity, and Generalizability. Providers achieved an 11% return rate based on the percent of surveys mailed out by the Department that were returned and complete

enough to include in the analysis. To ensure scale validity, each scale analysis included only those surveys in which there were a sufficient number of scale items to represent the scale. It should be noted that the family surveys were mistakenly mailed out with no postage on the return envelopes, most probably causing the reduced response rate.

Analysis

Information gathered from the surveys is analyzed on statewide and regional levels. This report contains only the statewide results. Some of the analyses use the scale scores and others use the responses to individual items.

The analysis for the survey measures satisfaction in seven domains, or scales. These scales are – *Access to services, Participation in treatment, Cultural Sensitivity, Appropriateness and Quality of services, Effectiveness/Outcome, Social Connectedness, and Improved Functioning.*

1. Access: Entry into mental health services is quick, easy, and convenient.
2. Participation in treatment: The extent to which individuals with emotional and behavioral disorders and/or their families have input into treatment plans and the selection of services.
3. Cultural Sensitivity: Individuals receiving services and their families are treated with respect and dignity; their cultural and religious customs and background are respected; and service providers take cultural or ethnic differences into consideration when planning and implementing services, and when communicating.
4. Appropriateness: Services are individualized to address a consumer's strengths and weaknesses, cultural context, preference, and recovery goals.
5. Effectiveness: The extent to which services provided to individuals with emotional and behavior disorders have a positive or negative effect on their well-being, life circumstances, and capacity for self-management and recovery.
6. Social Connectedness: gauges how well the client feels they fit into society.
7. Improved Functioning: shows the client's perspective of the before-and-after services functioning.

Appendix A shows the descriptive statistics for each of the survey items, grouped into domains and categories. Appendix B lists only the domains and each item within the domains. The most noteworthy statistic for each item is the cumulative percent of "Strongly Agree" and "Agree," indicating the proportion of people responding positively to the item. For each of the 5 scales, the "proportion positives" for all scale items were averaged to provide the overall score for the scale, which varies in value from 0 to 1. For example, a score of .89 indicates that 89% of the sample either strongly agreed, or agreed with the statement.

Survey Results for the Family Satisfaction Survey

Demographics. The family surveys are administered to parents, guardians, and in a few cases, case managers of children who received services at any time during the previous 12 months from the date of the survey. A total of 224 completed family surveys were returned. In previous years the surveys were administered in two separate groups, one to parents, guardians, and case managers of children ages 1 to 12 and one to teens aged 13 and over. This year parents, guardians and, in some cases, case managers, filled out the surveys for all youth

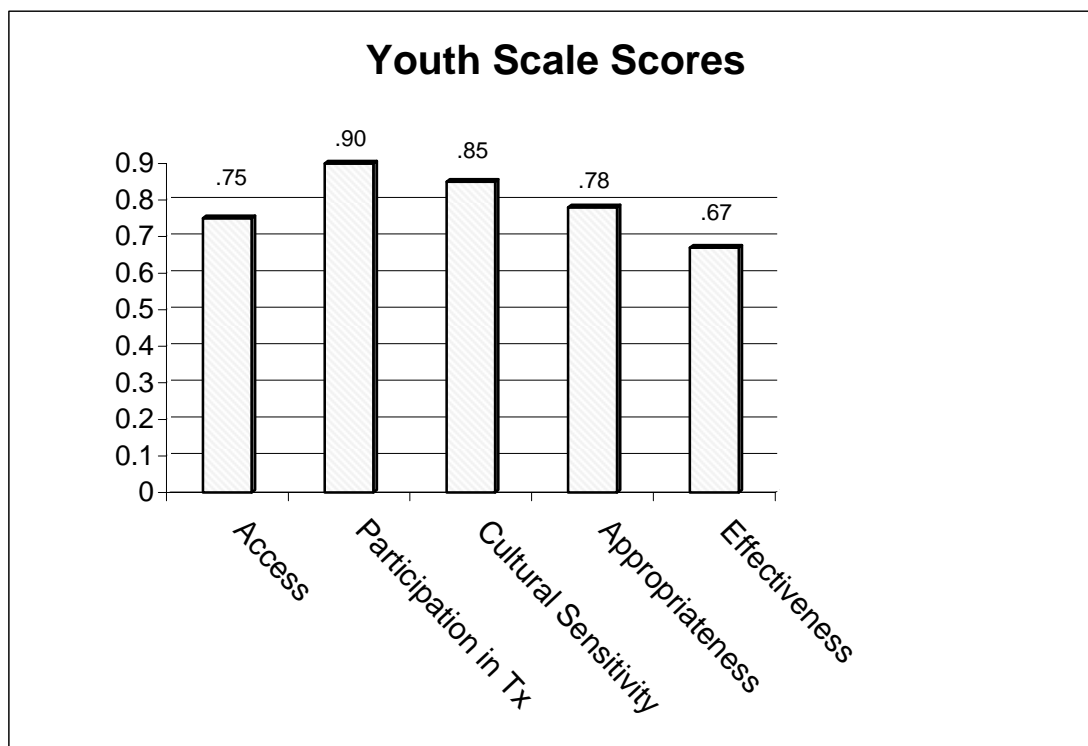
aged 1 to 21. Only three surveys in the 2005 sample were completed by the teen receiving services. Therefore, the teen section included in previous reports will not be included due to lack of data. The scores across years should be compared very cautiously due to this difference in sampling.

To ensure scale validity, each scale analysis included only those surveys in which at least 75% of the scale items had been answered (and for one scale of three items, 66% and for one scale of two items, 50%). 12 surveys were eliminated due to being incomplete.

Of the 224 youth consumers surveyed by their families, only 33% (73) were female. Ages ranged from 0.5 to 21 years old, with an average age of 13.25. Seventy-nine percent of the sample was Caucasian, and 22% was Native American. Of the 49 Native American children, 36 identified tribal affiliations representing 17 tribes. This year's survey did not collect rural, versus urban, community of residence.

Scale Scores. Chart 1 below shows the overall score for each scale. The families appeared satisfied with access to and appropriateness of services, inclusion in their children's treatment, and staff's respect for, and accommodations to, their cultural or religious values. They were somewhat less satisfied with the effectiveness of care. In particular, they were somewhat less supportive of the statements, "The people helping my child stuck with us no matter what," and "My family got as much help as we needed." Similar to the adult survey results, families were not very satisfied with their children's progress in treatment, particularly their ability to cope under stress. In addition to lower scores in these areas, family members reported being undecided about quality and outcomes significantly more often than for the other scales.

Chart 1



Charts 2, 3, and 4, show the breakdown of the age groups, newborn through 12, 13 and older, and those data sets that were missing ages. There were no significant differences between the three groups and the overall scores. Given this information, the remainder of the report analyzes the ages together as a single group rather than breaking them down.

Chart 2 presents data for ages newborn through 12 for two years, 2004 and 2005. This comparison across years should be done with caution as the collection methods were not the same for both years and could have an impact on the score variance.

Chart 2

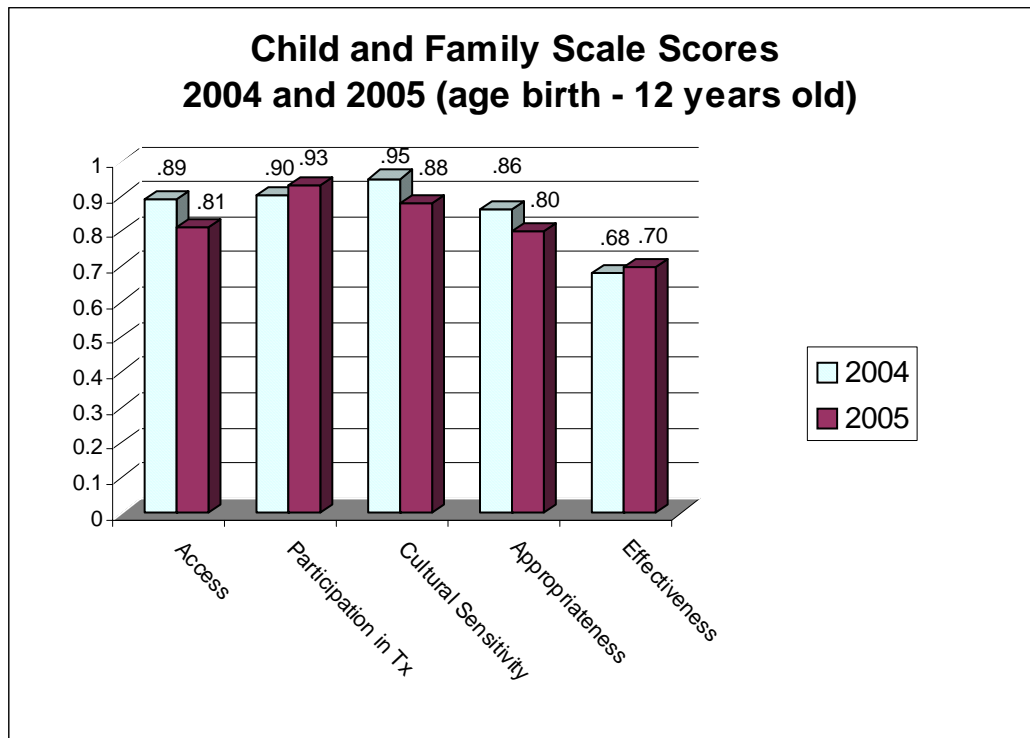
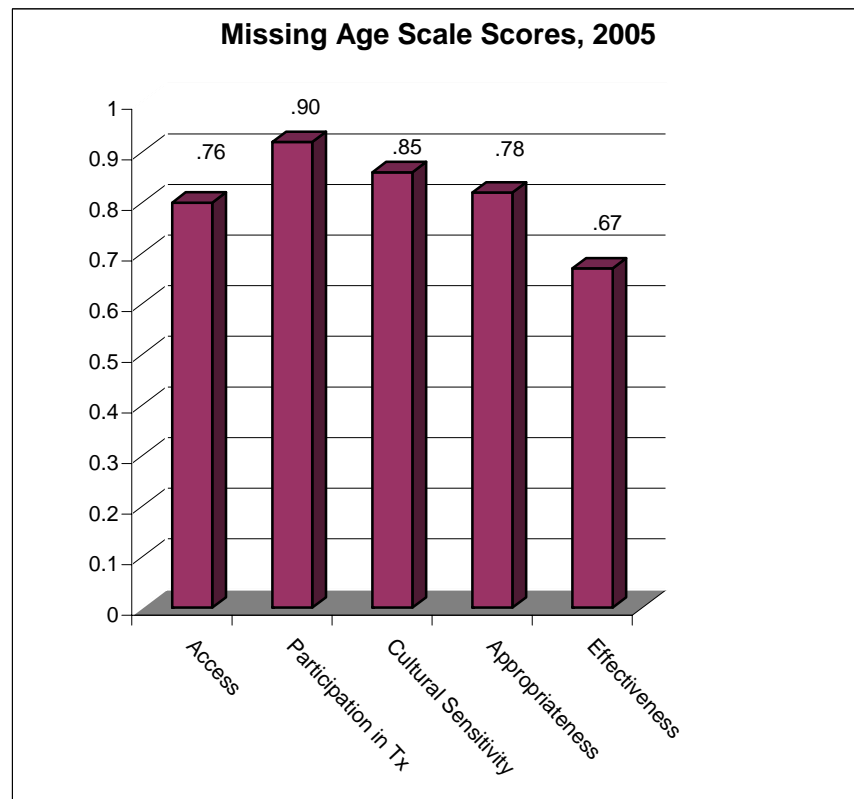


Chart 3



Chart 4



Top/Bottom Five. The following table shows the five items receiving the highest proportion of positive responses from the five main domains.

Top Five – Highest Positively Ranked Items		
Rank (Not Item #)	Survey Item	Score
#1	Staff spoke with me in a way that I understood.	0.92
#1A	I was frequently involved in my child’s treatment.	0.92
#2	I helped choose my child’s treatment goals.	0.89
#3	I helped choose my child’s services.	0.88
#3A	Staff treated me with respect.	0.88
#4	I felt my child had someone to talk to when he/she was troubled.	0.85
#4A	Overall, I am satisfied with the services my child received.	0.85
#5	The people helping my child stuck with us no matter what.	0.84

Three of the eight items in the top five rankings come from the Satisfaction with Services scale, while another three come from the Participation in Treatment scale. This general satisfaction with staff and services is mirrored in families’ comments, which often single out a particular staff member as helpful.

Bottom Five – Lowest Positively Ranked Items		
Rank (Not Item #)	Survey Item	Score
#30	I am satisfied with our family life right now.	0.59
#29	My family got as much help as we needed.	0.61
#28	My child is better able to cope when things go wrong.	0.62
#27	My child gets along better with family members.	0.68
#26	My child is doing better in school and/or work	0.71

All but one of these items are from the Effectiveness/Outcomes scale, indicating that, despite high levels of satisfaction with staff and services, parents or guardians are not satisfied with the progress of the children. The data from these surveys is insufficient to draw conclusions regarding the factors impacting outcomes (e.g., appropriateness of services and the complexities of the children's disorders).

Gender Differences.

Boys vastly outnumbered girls in the survey sample (134 vs. 73, respectively). For most of the items, there were few differences by gender. However, in the items comprising the Outcomes Scale (**highlighted in bold below**) there were a few pronounced differences, with families of girls being less satisfied than those of boys on three of the five items.

Domains	Items	Boys	Girls	Absolute Difference
Outcome	Q7. I am satisfied with our family life right now.	.62	.50	.12
Outcome	Q2. My child is better at handling daily life.	.75	.66	.09
Satisfaction	Q13. I felt my child had someone to talk to when he/she was troubled.	.81	.89	.08
Participation in Treatment	Q10. I helped to choose my child's services.	.86	.93	.07
Outcome	Q5. My child is doing better in school and/or work.	.72	.66	.07

Native American Children.

The families of Native American children reported levels of satisfaction that were similar to the group as a whole. Regarding Access, and Appropriateness of Services, Native American respondents tended to agree with items slightly less often than the sample as a whole.

Additional Survey Analyses

Since the following three sections pertain directly to children, they were analyzed using only the dataset for youth aged newborn through 12 years of age. This makes the comparability between 2004 and 2005 years more feasible.

Linkages with Primary Care.

There were 74 children age newborn to 12 in the survey sample. Families of 61 children (83% of the sample) reported that the child had received a health checkup by a doctor or nurse in the past year, in either a clinic or emergency room setting. This is five percent more than last year. Twelve families (16%) reported no primary healthcare exam over the past year. Seventy-four percent of children were taking a prescribed medication at the time of the survey, and twelve percent of those families reported that they had not been given information regarding medication side effects by their doctor or nurse. This suggests an increased need for

medical safety education for doctors and nurses to impress upon them the importance of accurate and adequate medication side effect information to avoid possible complications.

Children in Family-Like Arrangements.

The table below lists the living arrangements of the 74 surveyed children aged newborn through 12. Eighty-eight percent of the children lived with family members for some or all of the previous 6 months surveyed. Twenty-seven percent of the 74 children spent at least a portion of the previous 6 months outside of family-like arrangements. These numbers are approximately the same as last year.

Living Arrangement	Frequency	Percent
One or both parents	44	59%
Another family member	21	28%
Residential treatment center	7	10%
Foster home	3	4%
Hospital	3	4%
Crisis shelter	2	3%
Other	2	3%
Therapeutic foster home	1	1%
Group home	1	1%
Local jail or detention facility	1	1%
Homeless shelter	0	0%
State correctional facility	0	0%
Runaway/homeless	0	0%
Total Frequency	85	

School Attendance.

All children (ages 0-13) in the survey were reported to be attending school or engaged in home schooling. The majority of these children (96%) were absent five or fewer days during the previous month. Only two were reported to have missed more than 8 days of school. Participant comments applauded providers for their success in treating children in the school setting, thereby reinforcing the importance of continued school attendance. These numbers are remarkably similar to last year's report.

Summary of Survey Results

Overall, families of child consumers appeared to be satisfied with the services they received. Their comments included a desire for a smaller staff/client ratio, and more individual attention. Some families reported being pleased with flexible hours of service, while others believed there was room for improvement, possibly suggesting variations across providers. For those surveyed, school attendance was good, some level of primary healthcare was present, and the living arrangement was predominantly with primary families. Similar to the adult sample, families of child consumers continue to struggle with slow or inconsistent progress of their children. The most challenging behavior for these kids seems to be coping skills in stressful or difficult situations. Caucasian boys seemed to do somewhat better than

their female counterparts and Native American children of both sexes. It is impossible to know from the surveys whether the expectations of family members regarding coping skills are similar for boys and girls. In any case, it may be useful for providers to examine current treatment strategies related to this behavior. The most frequent suggestion for improvement was more staff and more one-to-one interaction with the children.

Appendix A

MHSIP Youth Survey Item Responses and Demographic Information 2005 Survey

Good Access to Services Scale

Q19: The location of services was convenient for us.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	92	41.26%	92	41.26%
Strongly Agree	73	32.74%	165	73.99%
Disagree	24	10.76%	189	84.75%
Undecided	17	7.62%	206	92.38%
Strongly Disagree	17	7.62%	223	100.00%

Frequency missing = 1

Q20: Services were available at times that were convenient for us.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	102	45.95%	102	45.95%
Strongly Agree	68	30.63%	170	76.58%
Disagree	20	9.01%	190	85.59%
Undecided	25	11.26%	215	96.85%
Strongly Disagree	7	3.15%	222	100.00%

Frequency missing = 2

Satisfaction with Services Scale

Q1. Overall, I am satisfied with the services my child received.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	112	51.85%	112	51.85%
Strongly Agree	72	33.33%	184	85.19%
Undecided	12	5.56%	196	90.74%
Disagree	10	4.63%	206	95.37%
Strongly Disagree	10	4.63%	216	100.00%

Frequency missing = 8

Q12. The people helping my child stuck with us no matter what.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	110	49.33%	110	49.33%
Agree	78	34.98%	188	84.30%
Undecided	16	7.17%	204	91.48%
Disagree	12	5.38%	216	96.86%
Strongly Disagree	7	3.14%	223	100.00%

Frequency missing = 1

Q13. I felt my child had someone to talk to when he/she was troubled.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	98	43.95%	98	43.95%
Strongly Agree	92	41.26%	190	85.20%
Undecided	17	7.62%	207	92.83%
Disagree	8	3.59%	215	96.41%
Strongly Disagree	8	3.59%	223	100.00%

Frequency missing = 1

Q18: The services my child and/or family received were right for us.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	97	43.30%	97	43.30%
Strongly Agree	73	32.59%	170	75.89%
Undecided	38	16.96%	208	92.86%
Disagree	10	4.46%	218	97.32%
Strongly Disagree	6	2.68%	224	100.00%

Frequency missing = 0

Q22. My family got the help we wanted for my child.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	105	47.09%	105	47.09%
Strongly Agree	69	30.94%	174	78.03%
Undecided	30	13.45%	204	91.48%
Disagree	10	4.48%	214	95.96%
Strongly Disagree	9	4.04%	223	100.00%

Frequency missing = 0

Q23. My family got as much help as we needed.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	78	34.98%	78	34.98%
Strongly Agree	58	26.01%	136	60.99%
Undecided	51	22.87%	187	83.86%
Disagree	25	11.21%	212	95.07%
Strongly Disagree	11	4.93%	223	100.00%

Frequency missing = 1

Participation in Treatment Scale**Q10. I helped to choose my child's services.**

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	111	49.55%	111	49.55%
Strongly Agree	87	38.84%	198	88.39%
Undecided	11	4.91%	209	93.30%
Strongly Disagree	8	3.57%	217	96.88%
Disagree	7	3.13%	224	100.00%

Frequency missing = 0

Q11. I helped to choose my child's treatment goals.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	101	45.09%	101	45.09%
Strongly Agree	99	44.20%	200	89.29%
Disagree	9	4.02%	209	93.30%
Undecided	8	3.57%	217	96.88%
Strongly Disagree	7	3.13%	224	100.00%

Frequency missing = 0

Q15. I was frequently involved in my child's treatment.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	111	49.55%	111	49.55%
Agree	94	41.96%	205	91.52%
Undecided	11	4.91%	216	96.43%
Disagree	5	2.23%	221	98.66%
Strongly Disagree	3	1.34%	224	100.00%

Frequency missing = 0

Cultural Sensitivity Scale**Q25. Staff treated me with respect.**

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	102	45.54%	102	45.54%
Agree	96	42.86%	198	88.39%
Undecided	16	7.14%	214	95.54%
Disagree	5	2.23%	219	97.77%
Strongly Disagree	5	2.23%	224	100.00%

Frequency missing = 0

Q27. Staff respected my family's religious/spiritual beliefs.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	103	45.98%	103	45.98%
Strongly Agree	74	33.04%	177	79.02%
Undecided	37	16.52%	214	95.54%
Disagree	8	3.57%	222	99.11%
Strongly Disagree	2	0.89%	224	100.00%

Frequency missing = 0

Q28. Staff spoke with me in a way that I understood.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	114	51.12%	114	51.12%
Strongly Agree	91	40.81%	205	91.93%
Undecided	11	4.93%	216	96.86%
Disagree	6	2.69%	222	99.55%
Strongly Disagree	1	0.45%	223	100.00%

Frequency missing = 1

Q29. Staff were sensitive to my cultural/ethnic background.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	107	49.08%	107	49.08%
Strongly Agree	66	30.28%	173	79.36%
Undecided	39	17.89%	212	97.25%
Disagree	5	2.29%	217	99.54%
Strongly Disagree	1	0.46%	218	100.00%

Frequency missing = 6

Positive Outcome of Services Scale**Q2. My child is better at handling daily life.**

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	115	51.57%	115	51.57%
Strongly Agree	44	19.73%	159	71.30%
Undecided	36	16.14%	195	87.44%
Disagree	20	8.97%	215	96.41%
Strongly Disagree	8	3.59%	223	100.00%

Frequency missing = 1

Q3. My child gets along better with family members.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	115	51.57%	115	51.57%
Undecided	44	19.73%	159	71.30%
Strongly Agree	36	16.14%	195	87.44%
Disagree	18	8.07%	213	95.52%
Strongly Disagree	10	4.48%	223	100.00%

Frequency missing = 1

Q4. My child gets along better with friends and other people.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	129	57.59%	129	57.59%
Undecided	40	17.86%	169	75.45%
Strongly Agree	35	15.63%	204	91.07%
Disagree	13	5.80%	217	96.88%
Strongly Disagree	7	3.13%	224	100.00%

Frequency missing = 0

Q5. My child is doing better in school and/or work.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	110	49.11%	110	49.11%
Strongly Agree	48	21.43%	158	70.54%
Undecided	40	17.86%	198	88.39%
Disagree	17	7.59%	215	95.98%
Strongly Disagree	9	4.02%	224	100.00%

Frequency missing = 0

Q6. My child is better able to cope when things go wrong.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	103	46.19%	103	46.19%
Undecided	47	21.08%	150	67.26%
Strongly Agree	34	15.25%	184	82.51%
Disagree	29	13.00%	213	95.52%
Strongly Disagree	10	4.48%	223	100.00%

Frequency missing = 1

Q7. I am satisfied with our family life right now.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	91	40.99%	91	40.99%
Undecided	47	21.17%	138	62.16%
Strongly Agree	39	17.57%	177	79.73%
Disagree	33	14.86%	210	94.59%
Strongly Disagree	12	5.41%	222	100.00%

Frequency missing = 2

Social Connectedness Scale**Q42. I know someone I can count on to listen to me when I need to talk.**

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	93	41.52%	93	41.52%
Strongly Agree	87	38.84%	180	80.36%
Undecided	21	9.38%	201	89.73%
Disagree	12	5.36%	213	95.09%
Strongly Disagree	11	4.91%	224	100.00%

Frequency missing = 0

Q43. I have someone to confide in or talk to about problems with my child.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	97	43.50%	97	43.50%
Strongly Agree	84	37.67%	181	81.17%
Undecided	24	10.76%	205	91.93%
Disagree	10	4.48%	215	96.41%
Strongly Disagree	8	3.59%	223	100.00%

Frequency missing = 1

Q44. If a crisis arose in my life, I would have the support I need from family and/or friends.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	96	43.05%	96	43.05%
Strongly Agree	87	39.01%	183	82.06%
Undecided	21	9.42%	204	91.48%
Strongly Disagree	10	4.48%	214	95.96%
Disagree	9	4.04%	223	100.00%

Frequency missing = 1

Q45. I have someone whom I feel comfortable talking to about personal matters.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	92	41.07%	92	41.07%
Agree	90	40.18%	182	81.25%
Undecided	23	10.27%	205	91.52%
Disagree	11	4.91%	216	96.43%
Strongly Disagree	8	3.57%	224	100.00%

Frequency missing = 0

Q46. I have someone to do enjoyable things with.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	98	43.75%	98	43.75%
Strongly Agree	80	35.71%	178	79.46%
Undecided	28	12.50%	206	91.96%
Disagree	11	4.91%	217	96.88%
Strongly Disagree	7	3.13%	224	100.00%

Frequency missing = 0

Q47. I am satisfied with the number of friendships in my life.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	94	41.96%	94	41.96%
Strongly Agree	66	29.46%	160	71.43%
Undecided	37	16.52%	197	87.95%
Disagree	22	9.82%	219	97.77%
Strongly Disagree	5	2.23%	224	100.00%

Frequency missing = 0

Q48. I am generally satisfied with the quality of the friendships I do have in my life.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	108	48.21%	108	48.21%
Strongly Agree	75	33.48%	183	81.70%
Undecided	25	11.16%	208	92.86%
Disagree	11	4.91%	219	97.77%
Strongly Disagree	5	2.23%	224	100.00%

Frequency missing = 0

Improved Functioning Scale**Q8. My child is better able to accomplish the things he/she wants to do.**

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	113	50.67%	113	50.67%
Undecided	51	22.87%	164	73.54%
Strongly Agree	30	13.45%	194	87.00%
Disagree	19	8.52%	213	95.52%
Strongly Disagree	10	4.48%	223	100.00%

Frequency missing = 1

Q9. My child is not using alcohol and other drugs.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	142	63.96%	142	63.96%
Agree	49	22.07%	191	86.04%
Undecided	20	9.01%	211	95.05%
Strongly Disagree	7	3.15%	218	98.20%
Disagree	4	1.80%	222	100.00%

Frequency missing = 2

Q2. My child is better at handling daily life.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	115	51.57%	115	51.57%
Strongly Agree	44	19.73%	159	71.30%
Undecided	36	16.14%	195	87.44%
Disagree	20	8.97%	215	96.41%
Strongly Disagree	8	3.59%	223	100.00%

Frequency missing = 1

Q3. My child gets along better with family members.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	115	51.57%	115	51.57%
Undecided	44	19.73%	159	71.30%
Strongly Agree	36	16.14%	195	87.44%
Disagree	18	8.07%	213	95.52%
Strongly Disagree	10	4.48%	223	100.00%

Frequency missing = 1

Q5. My child is doing better in school and/or work.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	110	49.11%	110	49.11%
Strongly Agree	48	21.43%	158	70.54%
Undecided	40	17.86%	198	88.39%
Disagree	17	7.59%	215	95.98%
Strongly Disagree	9	4.02%	224	100.00%

Frequency missing = 0

Q6. My child is better able to cope when things go wrong.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	103	46.19%	103	46.19%
Undecided	47	21.08%	150	67.26%
Strongly Agree	34	15.25%	184	82.51%
Disagree	29	13.00%	213	95.52%
Strongly Disagree	10	4.48%	223	100.00%

Frequency missing = 1

Q4. My child gets along better with friends and other people.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	129	57.59%	129	57.59%
Undecided	40	17.86%	169	75.45%
Strongly Agree	35	15.63%	204	91.07%
Disagree	13	5.80%	217	96.88%
Strongly Disagree	7	3.13%	224	100.00%

Frequency missing = 0

Unassigned Items**Q14. The people helping my child listened to what he/she had to say.**

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	100	44.84%	100	44.84%
Strongly Agree	93	41.70%	193	86.55%
Undecided	18	8.07%	211	94.62%
Disagree	7	3.14%	218	97.76%
Strongly Disagree	5	2.24%	223	100.00%

Frequency missing = 1

Q16. Crisis services were available and helpful when we needed them.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	85	38.29%	85	38.29%
Strongly Agree	81	36.49%	166	74.77%
Undecided	32	14.41%	198	89.19%
Disagree	14	6.31%	212	95.50%
Strongly Disagree	10	4.50%	222	100.00%

Frequency missing = 2

Q17. My child was able to see the psychiatrist whenever needed.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	89	40.64%	89	40.64%
Strongly Agree	65	29.68%	154	70.32%
Undecided	33	15.07%	187	85.39%
Disagree	16	7.31%	203	92.69%
Strongly Disagree	16	7.31%	219	100.00%

Frequency missing = 5

Q21. If I need services for my child in the future, I would use these services again.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	94	42.34%	94	42.34%
Strongly Agree	86	38.74%	180	81.08%
Undecided	24	10.81%	204	91.89%
Strongly Disagree	10	4.50%	214	96.40%
Disagree	8	3.60%	222	100.00%

Frequency missing = 2

Q24. My child and family's needs determined my child's treatment goals.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	110	49.33%	110	49.33%
Strongly Agree	62	27.80%	172	77.13%
Undecided	36	16.14%	208	93.27%
Disagree	11	4.93%	219	98.21%
Strongly Disagree	4	1.79%	223	100.00%

Frequency missing = 1

Q26. Staff understood my family's cultural traditions.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	97	44.50%	97	44.50%
Strongly Agree	70	32.11%	167	76.61%
Undecided	41	18.81%	208	95.41%
Disagree	8	3.67%	216	99.08%
Strongly Disagree	2	0.92%	218	100.00%

Frequency missing = 6

Q30. I felt we were discriminated against while trying to get services here.

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Agree	100	45.25%	100	45.25%
Strongly Agree	93	42.08%	193	87.33%
Undecided	13	5.88%	206	93.21%
Disagree	11	4.98%	217	98.19%
Strongly Disagree	4	1.81%	221	100.00%

Frequency missing = 3

Demographic Information

Who completed this form?

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Mother	141	63.23%	141	63.23%
Guardian	51	22.87%	192	86.10%
Other	16	7.17%	208	93.27%
Foster Parent	5	2.24%	213	95.52%
Case Manager	5	2.24%	218	97.76%
Father	5	2.24%	223	100.00%

Frequency Missing = 1

* Who else completed this form?

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Social Worker	8	50.00%	8	50.00%
Child	3	18.75%	11	68.75%
Program Manager	2	12.50%	13	81.25%
Kinship Provider	2	12.50%	15	93.75%
Youth Court	1	6.25%	16	100.00%

Age

	Mean	Std Dev	Minimum	Maximum
	13.25	3.87	0.50	21.75

Frequency missing =

Gender

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Male	134	64.73%	134	64.73%
Female	73	35.27%	207	100.00%

Frequency missing = 17

Race/Ethnicity

African American

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	215	95.98%	215	95.98%
African-American	9	4.02%	224	100.00%

Asian

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	222	99.11%	222	99.11%
Asian	2	0.89%	224	100.00%

Caucasian

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Caucasian	178	79.46%	178	79.46%
0	46	20.54%	224	100.00%

Hispanic

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	213	95.09%	213	95.09%
Hispanic	11	4.91%	224	100.00%

Native American

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	175	78.13%	175	78.13%
Native American	49	21.88%	224	100.00%

Indian Tribes

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Crow	4	11.11%	4	11.11%
Cherokee	4	11.11%	8	22.22%
Assiniboine-Sioux	3	8.33%	11	30.56%
Navajo	3	8.33%	14	38.89%
Salish - Kootenai	3	8.33%	17	47.22%
Flathead/Little Shell	3	8.33%	20	55.56%
Chippewa-Cree	2	5.56%	22	61.11%
Fort Peck	2	5.56%	24	66.67%
Rocky Boy	2	5.56%	26	72.22%
Assiniboine/ Gros Ventre	2	5.56%	28	77.78%
Blackfeet	2	5.56%	30	83.33%
Salish	1	2.78%	31	86.11%
North Cheyenne	1	2.78%	32	88.89%
Gros Ventre	1	2.78%	33	91.67%
Cherokee/ Cree	1	2.78%	34	94.44%
Assiniboine	1	2.78%	35	97.22%
Turtle Mountain Chippewa	1	2.78%	36	100.00%

Types of Funding**Medicaid**

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Medicaid	185	92.96%	185	92.96%
0	14	7.04%	199	100.00%

MHSP_CHIP

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	79	87.78%	79	87.78%
MHSP_CHIP	11	12.22%	90	100.00%

Child Status

Q34. With whom is your child currently living?

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Mother	79	35.91%	79	35.91%
Parents	41	18.64%	120	54.55%
Grandparents	29	13.18%	149	67.73%
Residential Treatment	18	8.18%	167	75.91%
Group Home	16	7.27%	183	83.18%
Family	15	6.82%	198	90.00%
Foster parent	13	5.91%	211	95.91%
On Own	6	2.73%	217	98.64%
Unknown/Runaway	2	0.91%	219	99.55%
Aunt	1	0.45%	220	100.00%

Q35. In the past 6 months, has your child lived with:

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
One or both parents	142	40.23%	142	40.23%
Another family member	41	11.61%	183	51.84%
Residential treatment center	31	8.78%	214	60.62%
Group home	30	8.50%	244	69.12%
Group home	30	8.50%	274	77.62%
Therapeutic foster home	16	4.53%	290	82.15%
Hospital	15	4.25%	305	86.40%
Local jail or detention facility	12	3.40%	317	89.80%
Foster home	11	3.12%	328	92.92%
other	9	2.55%	337	95.47%
Runaway/homeless	6	1.70%	343	97.17%
Crisis shelter	5	1.42%	348	98.58%
State correctional facility	4	1.13%	352	99.72%
Homeless shelter	1	0.28%	353	100.00%

Q36. In the last year, did your child see a medical doctor or nurse for a health check-up or because he/she was sick?

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	188	85.07%	188	85.07%
No	33	14.93%	221	100.00%

Frequency Missing = 3

Q37. Is your child on medication for emotional/behavioral problems?

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes*	166	74.11%	166	74.11%
No	58	25.89%	224	100.00%

Frequency Missing = 0

Q37a.If yes, did the doctor or nurse tell you and/or your child what side effects to watch for?

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	147	87.50%	147	87.50%
No	21	12.50%	168	100.00%

Frequency Missing = 56

Q38. Was your child arrested for any reason in the last 12 months?

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
No	186	83.41%	186	83.41%
Yes	37	16.59%	223	100.00%

Frequency Missing = 1

Q39. Is your child old enough to be in school (kindergarten through high school, including special education)?

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes*	222	99.11%	222	99.11%
No	2	0.89%	224	100.00%

Frequency Missing = 0

***Q39a. If in school, what grade?**

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
9	24	12.37%	24	12.37%
11	23	11.86%	47	24.23%
6	19	9.79%	66	34.02%
8	19	9.79%	85	43.81%
10	18	9.28%	103	53.09%
12	18	9.28%	121	62.37%
7	17	8.76%	138	71.13%
5	14	7.22%	152	78.35%
2	12	6.19%	164	84.54%
3	12	6.19%	176	90.72%
1	9	4.64%	185	95.36%
4	9	4.64%	194	100.00%

Frequency Missing = 30

***Q39b. In this past school year, was any of the schooling in a special education environment??**

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
None	86	40.57%	86	40.57%
76 – 100%	49	23.11%	135	63.68%
1 – 25%	36	16.98%	171	80.66%
51 – 75%	23	10.85%	194	91.51%
26 – 50%	18	8.49%	212	100.00%

Frequency Missing = 12

***Q39c. If not in school, what is the reason?**

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Kindergarten	10	31.25%	10	31.25%
Graduated	5	15.63%	15	46.88%
Not Attending	4	12.50%	19	59.38%
Dropped out	3	9.38%	22	68.75%
Home School	2	6.25%	24	75.00%
Truancy	1	3.13%	25	78.13%
GED	1	3.13%	26	81.25%
Head Start	1	3.13%	27	84.38%
Testing	1	3.13%	28	87.50%
IEP	1	3.13%	29	90.63%
RTC/1-2 Grade level	1	3.13%	30	93.75%
Hospital	1	3.13%	31	96.88%
Runaway	1	3.13%	32	100.00%

Frequency Missing = 189

Q40. Has you child been absent from school in the last month?

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
No	108	50.70%	108	50.70%
Yes*	105	49.30%	213	100.00%

Frequency Missing = 11

***Q40a. If absent, how many days?**

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
One day or less	0	0.00%	0	0.00%
2 days	30	34.48%	30	34.48%
3 to 5 days	26	29.89%	56	64.37%
6 to 10 days	19	21.84%	75	86.21%
More than 10 days	8	9.20%	83	95.40%
Not applicable, not in school	4	4.60%	87	100.00%
Do not remember	0	0.00%	87	100.00%

Frequency Missing = 149

Q41. Since starting to receive services, my child's school attendance is:

	Frequency	Percent	Cumulative Frequency	Cumulative Percent
About the same	80	37.04%	59	37.04%
A lot better	59	27.31%	186	64.35%
Does not apply	47	21.76%	186	86.11%
A little better	22	10.19%	216	96.30%
A lot worse	4	1.85%	212	98.15%
A little worse	4	1.85%	212	100.00%

Frequency Missing = 8

Appendix B

CMHS UNIFORM REPORTING SCALES

Good Access to Services Scale

- A1 Q19. The location of services was convenient for us.
- A2 Q20. Services were available at times that were convenient for us.

Satisfaction with Services Scale

- B1 Q1. Overall, I am satisfied with the services my child received.
- B2 Q12. The people helping my child stuck with us no matter what.
- B3 Q13. I felt my child had someone to talk to when he/she was troubled.
- B4 Q18. The services my child and/or family received were right for us.
- B5 Q22. My family got the help we wanted for my child.
- B6 Q23. My family got as much help as we needed.

Participation in Treatment

- C1 Q10. I helped to choose my child's services.
- C2 Q11. I helped to choose my child's treatment goals.
- C3 Q15. I was frequently involved in my child's treatment.

Cultural Sensitivity

- D1 Q25. Staff treated me with respect.
- D2 Q27. Staff respected my family's religious/spiritual beliefs.
- D3 Q28. Staff spoke with me in a way that I understood.
- D4 Q29. Staff were sensitive to my cultural/ethnic background.

Positive Outcomes of Services

- E1 Q2. My child is better at handling daily life.
- E2 Q3. My child gets along better with family members.
- E3 Q4. My child gets along better with friends and other people.
- E4 Q5. My child is doing better in school and/or work.
- E5 Q6. My child is better able to cope when things go wrong.
- E6 Q7. I am satisfied with our family life right now.

ADD-IN SCALES

Social Connectedness Scale

- F1 Q42. I know someone I can count on to listen to me when I need to talk.
- F2 Q43. I have someone to confide in or talk to about problems with my child.
- F3 Q44. If a crisis arose in my life, I would have the support I need from family and/or friends.
- F4 Q45. I have someone whom I feel comfortable talking to about personal matters.
- F5 Q46. I have someone to do enjoyable things with.
- F6 Q47. I am satisfied with the number of friendships in my life.
- F7 Q48. I am generally satisfied with the quality of the friendships I do have in my life.

Improved Functioning Scale

- G1 Q8. My child is better able to accomplish the things he/she wants to do.
- G2 Q9. My child is not using alcohol and other drugs.
- G3 Q2. My child is better at handling daily life.
- G4 Q3. My child gets along better with family members.
- G5 Q5. My child is doing better in school and/or work.
- G6 Q6. My child is better able to cope when things go wrong.
- G7 Q4. My child gets along better with friends and other people.

Unassigned Items

- Q14. The people helping my child listened to what he/she had to say.
- Q16. Crisis services were available and helpful when we needed them.
- Q17. My child was able to see the psychiatrist whenever needed.
- Q21. If I need services for my child in the future, I would use these services again.
- Q24. My child and family's needs determined my child's treatment goals.
- Q26. Staff understood my family's cultural traditions.
- Q30. I felt we were discriminated against while trying to get services here.